ActiveKEY®
User Manual

Supra
United Technologies

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Intended use

Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at *www.supraekey.com*.

Rules and regulations relating to the use of the service

Key Possession. Each keyholder ("Keyholder") is responsible for the key ("Key") issued to him or her.

Current Update. The Key must be updated in order to access keyboxes ("Keyboxes"). The Key cannot be updated unless the Keyholder is in good standing with the organization ("Organization") and UTC, is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.

Equipment Security. It is necessary to maintain the security and the personal identification number ("PIN") of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:

To keep the Key in authorized Keyholder's possession or in a safe place at all times;

Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;

Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;

Not to duplicate the Key or allow any other person to do so;

Not to assign, transfer or pledge the Key;

Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;

To notify your Organization or UTC within forty-eight (48) hours if the Key is lost or stolen;

To follow all additional security procedures as specified by your Organization; and

To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.

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Preface

This is the *ActiveKEY® User Manual*. This document includes an overview of the product and detailed instructions explaining:

- How to charge the ActiveKEY;
- How to manually update the ActiveKEY when compatible cell coverage is not available;
- How to access iBox keybox devices;
- How to set the showing notification preferences in your ActiveKEY; and
- How to view showing activity for your listings at SupraWEB.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all other ActiveKEY documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website at *www.supraekey.com*.

The following conventions are used in this document:

Bold	Menu items and buttons
Italic	Emphasis of an instruction or point; special terms
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements
	Titles of books and various documents
Blue italic	Hyperlinks to cross-references, related topics, and URL addresses
NARROW	Text that displays on the ActiveKEY or computer screen

Safety Terms and Symbols

These terms may appear in this manual:

CAUTION: Cautions identify conditions or practices that may result in damage to the equipment or other property.

WARNING: Warnings identify conditions or practices that could result in equipment damage or serious personal injury.

Chapter 1 Introduction

This chapter provides an overview of the Supra Keybox System and the ActiveKEY.

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Supra System Overview

The ActiveKEY is part of the Supra Keybox system. The components of the system include:

Keyboxes. Supra iBox, iBox BT, and iBox BT LE devices hold the listing keys to your properties. To show a listing, you must access the keys inside the iBox placed on the listing.

ActiveKEY. The ActiveKEY allows you to access Supra iBox devices and keeps track of the iBox devices it has opened.

SupraWEB. SupraWEB is the agent website, available at *www.supraekey.com* where you can go to obtain an update code for your key, identify the name of a keyholder by key serial number, manage your iBox, iBox BT, or iBox BT LE inventory, view, email, and schedule activity reports, view and send showing feedback, and manage your bill.

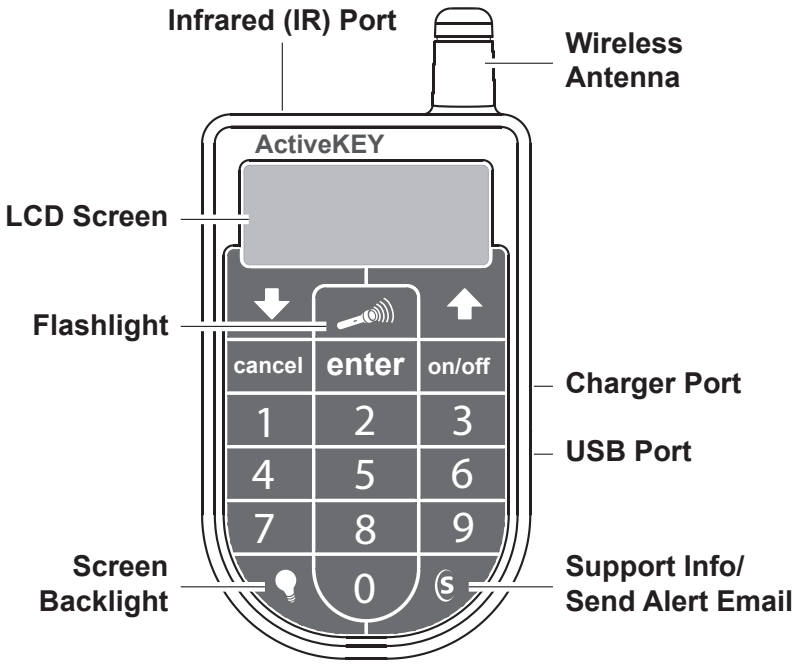
Supra Network. The Supra network maintains all key and iBox data.

KIMvoice. The Keybox Information Manager (KIM), is the Supra network that maintains the key and keybox data. Automated voice access to KIM is available by calling 888-968-4032.

ActiveKEY Overview

The ActiveKEY *(Figure 1)* allows access to Supra iBox, iBox BT, or iBox BT LE via infrared. The LCD screen on the front of the ActiveKEY displays menu options, codes, and messages. The key serial number and technical support information is on the back of the ActiveKEY.

Figure 1. ActiveKEY



Navigation

The following table describes the buttons on the ActiveKEY and their uses:

Button	Description
on/off	Turns the ActiveKEY on and off
enter	Selects a menu option; accepts a code
cancel	Exits a menu option or backspaces when entering a code
arrows	Scroll up and down through the menu options
0-9 numbered buttons	Enter codes, such as PIN or shackle code, into the ActiveKEY
	Turns the flashlight on and off To activate the flashlight, press the **on/off** button to turn on the ActiveKEY, then press the **flashlight** button located between the two (2) arrow keys.
	Turns the backlight on and off to illuminate the LCD screen and entire keypad to see numbers and instructions in low light To activate the backlight, press the **on/off** button to turn on the ActiveKEY, then press the **light bulb** button to the left of the zero button.
	Press and release the **S** button to display support contact information Press and hold the Supra logo button for three (3) seconds to send an alert email message. Refer to *"ActiveKEY alert" on page 6*.

Menu Options

The following table describes the menu options available on the ActiveKEY:

Menu option	Action
OBTAIN KEY	Access a keybox to obtain the listing key
DISPLAY KEYBOX SHOWINGS	Display the number of showings you've had at your iBox(s)
RELEASE SHACKLE	Release the iBox shackle
CALL BEFORE SHOWING	Enter a Call Before Showing (CBS) code
READ KEYBOX ACTIVITY	Display the activity information stored in an iBox
MANUALLY INPUT UPDATE	Enter an update code
VIEW ERROR CODES	View recent error codes for troubleshooting
CLEAR KEYBOX LISTING DATA	Clear listing information programmed into an iBox
RESET SECURITY	Use the ActiveKEY's cellular connection to update the version
SET IBOX TIMED ACCESS	Program a keybox for timed or 24-hour access
REVIEW MESSAGES	Review messages from your broker, Association, or Supra
PREFERENCES	Set your showing notification frequency and ActiveKEY tone preferences
VIEW ACTIVEKEY STATUS	Display the ActiveKEY's status, including whether it is enabled, active, and if compatible cell coverage is available
ABOUT	Display the ActiveKEY's firmware version and manufacture date

Audio Tones

The ActiveKEY uses several audio tones to communicate with you.

Audio tone	Description
1 beep	A button has been pressed on the ActiveKEY keypad
2 beeps	Code entry complete
3 beeps	Shutting down
4 beeps	Operation complete
Series of beeps	Communicating with an iBox
1 long buzz	Error (Refer to *"Error codes" on page 20* to diagnose the error)
2 buzzes	Low battery
3 buzzes	Programming error. Call Support to determine if your ActiveKEY needs to be reprogrammed or replaced. (Refer to *"Contacting us" on page 21*)

The audio tones in the ActiveKEY can be turned on or off.

Set the audio tone preferences in the ActiveKEY:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the PREFERENCES menu option and press **enter**.
3. Press **2** for TONE.
4. Press **1** to turn the tones on, or press **2** to turn the tones off.
5. Press **enter** to accept the changes and exit the menu.

Battery Charging

The ActiveKEY has a non-replaceable, rechargeable battery. Use the provided wall charger to recharge the battery. When you first receive the ActiveKEY, plug it in using the wall charger overnight to give it a full charge and make sure to recharge it on a regular basis thereafter.

Another option is to use a vehicle charger. Most vehicles only charge the ActiveKEY while the vehicle ignition is on. If your ActiveKEY is charging, the display will read CHARGING and will show the current battery level in the key.

CAUTION: Use only a Supra recommended wall or vehicle charger. Using a non-approved charger may result in damage to the ActiveKEY.

Connecting the ActiveKEY to the computer with the USB cable will not adequately charge the key. Most computers do not pass enough charge through the USB cable to offset a cellular radio's consumption.

To preserve battery power, the ActiveKEY shuts down after 30 seconds of inactivity.

You can conserve battery power by turning off showing notifications in the ActiveKEY. Refer to *"Showing notifications" on page 5*.

When the battery level is low, the ActiveKEY alerts the user by emitting two (2) short buzz tones. To check the battery status, turn on the ActiveKEY. The battery level displays on the screen.

When the ActiveKEY battery is very low, the ActiveKEY displays LOW BATTERY when turned on, and it then turns itself off. If the battery is completely drained, the key will not turn on. Charge the battery in both instances. A full charge takes approximately eight (8) hours.

The Supra system sends an email when the battery has reached the end of its useful life. This can happen if the key is used for more than six (6) years. The first indication of this situation is usually a battery will not hold a charge for very long. The email reminds you to replace the key.

The ActiveKEY is designed to operate in temperatures between -4° and 131°F (-20° and 55°C). Low or high-temperature conditions may shorten battery life or cause the ActiveKEY to malfunction.

If the ActiveKEY is below 32°F (0°C) or above 104°F (40°C), the battery will not charge.

WARNING: DO NOT leave an ActiveKEY in hot environments, including a car, because temperatures in parked cars can exceed this range.

For maximum battery life, store the ActiveKEY at room temperature.

If the ActiveKEY reaches a temperature over 131°F (55°C), the key automatically goes into safe mode. If you see the following message on the ActiveKEY: MAXTEMP EXCEEDED SAFE MODE ON, the key has reached a high temperature and cannot be used until it cools down.

Preferences

Set the preferences in the ActiveKEY for the following:

- Showing notifications
- Audio tones

Showing Notifications

The ActiveKEY can be set to automatically notify you when there was a showing at your listings between 8 a.m. to 8. p.m (9 a.m. to 9 p.m. daylight saving time).

The ActiveKEY battery drains faster when showing notifications are turned on. If you do not want to be notified when you have a showing, or want to conserve battery power in your ActiveKEY, turn showing notifications off.

Set the showing notification preferences:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the PREFERENCES menu option and press **enter**.
3. Press **1** for NOTIFICATION.
4. The screen (*Figure 2)* shows your options. Press **1** to turn notification on, or **2** to turn notification off.
5. Press **enter** to accept the changes and exit the menu.

Figure 2. Showing notification preference screen

SupraWEB Login

You can manage your key when you log into SupraWEB. For more information on how to register to log into SupraWEB, refer to the *SupraWEB Single Sign-On Instructions* available at *www.supraekey.com*, click the *Customer Support* link at the top navigation bar and *SupraWEB Resources*.

To log into SupraWEB:

1. Go to *www.supraekey.com*.
2. Select **SupraWEB Login for Real Estate Agents**.
3. Enter your Single Sign-On (SSO) number and four-digit PIN code.

***Note**: The first time you login with your user ID and password, your key serial number, PIN, and Board/ Association (select from a dropdown list) are required.*

4. Click **Login**.

ActiveKEY Alert

The ActiveKEY Alert feature uses the ActiveKEY's wireless capability to send a preset email message with just the press of a button. Select up to three (3) contacts and the text of the email message ahead of time.

Enable the ActiveKEY Alert feature:

1. Log into SupraWEB.
2. Select the **ActiveKEY Alerts** link.

***Note**: The first time the link is selected the terms and conditions and license agreement pops up to either accept or deny.*

3. Verify your email address.
4. Click the **Enable Service** button.
5. Enter contact information for up to three (3) people.
6. Edit the default message or enter a new message up to 100 characters.
7. Click **Save**.

Once the contacts are set up, a notification is emailed to each of the contacts on the list. The email notification to the contacts includes a link for them to opt out. When a contact opts out, an email is sent to you informing you that one of your contacts has been removed.

To send an Alert message, press and hold the **S** button for three (3) continuous seconds.

The ActiveKEY displays: SENDING ALERT...

Once complete, the ActiveKEY displays ALERT DONE and the backlight on the ActiveKEY flashes to let you know your alert message has been emailed to your contacts.

Chapter 2 Updating

This chapter explains how the ActiveKEY updates automatically and how to manually update the ActiveKEY.

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Automatic Update

The ActiveKEY contains a cellular radio to communicate with the Supra network on a regular basis to automatically update the ActiveKEY, send and receive showing notifications, and receive messages.

To stay updated, the ActiveKEY needs to be within compatible cellular range for ten (10) continuous minutes during any 24-hour period. For more information on compatible cellular range, refer to the *"How do I know if my ActiveKEY is in cell coverage?"* section of Chapter 5, *Support and Troubleshooting*.

To ensure the ActiveKEY remains updated and timely transmits showing data, the radio in the ActiveKEY cannot be turned off. The on/off button controls the display only.

As long as the ActiveKEY is updated, it does not need to be within cellular range to open iBox devices. The ActiveKEY does need to be in compatible cellular range to send and receive showing notifications. If you are out of coverage range for more than 24 hours, the ActiveKEY displays the message: KEY IS EXPIRED/UPDATE NOW.

Updating Options

If the ActiveKEY was outside of compatible cellular range for more than 24 hours and has expired, there are four (4) ways to update the key:

In compatible cellular range:

- Select the Manual ESYNC option on the ActiveKEY

Outside of compatible cellular range:

- Connect the ActiveKEY to the PC and use the ActiveKEY PC Sync software to update the ActiveKEY
- Obtain an update code from SupraWEB and enter it into the ActiveKEY
- Obtain an update code from the KIM voice access system and enter it into the ActiveKEY

Manual Sync

The manual esync function that gives you the ability to update your ActiveKEY manually when you are in compatible cellular range.

1. Select the MANUAL ESYNC option on the ActiveKEY.
2. Press **enter**.

Computer Connection

The ActiveKEY can be manually activated by installing the ActiveKEY PC Sync software on a computer and connect the ActiveKEY to the computer. Then the software can update the ActiveKEY using the Internet connection.

Install ActiveKEY PC Sync

Access the ActiveKEY PC Sync software download from the Supra website.

Download the software:

1. Go to *www.supraekey.com*.
2. In the top navigation bar select **Downloads**.

3. Select **ActiveKEY PC-Sync Software** and click **Run** when the dialog box opens.

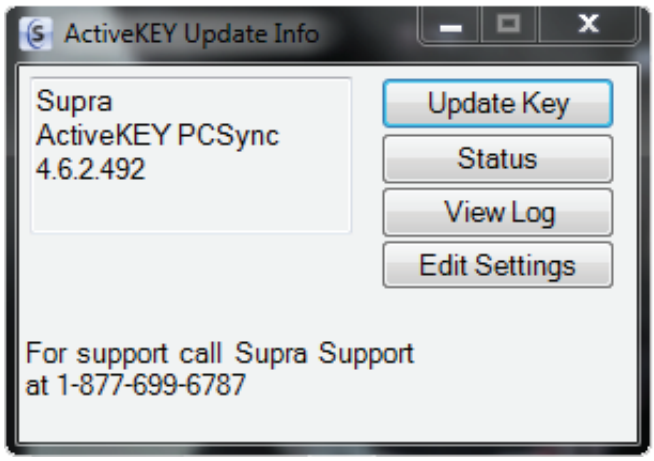
The software is downloaded to the computer and the ActiveKEY PC Sync Setup Wizard opens. Click **Next** and follow the instructions in the installation wizard to install the ActiveKEY PC Sync software onto the computer and connect the ActiveKEY for the first time.

Use ActiveKEY PC Sync

After the ActiveKEY PC Sync software is installed, update the key any time by connecting it to the computer with the provided USB cable.

When you connect your ActiveKEY, the *ActiveKEY Update Info* window opens.

Figure 3. ActiveKEY Update Info window



The *ActiveKEY Update Info* window contains the following buttons:

Update Key. Updates the ActiveKEY using the computer's Internet connection.

Status. Displays the ActiveKEY's status.

View Log. Displays a log of the past online updates.

Edit Settings. Configures the ActiveKEY connection settings.

Update Code

Manually update the key by obtaining an update code from the Supra website or voice access system.

***Note**: The number of consecutive updates codes may be limited. Contact your Association/MLS for more information.*

Supra Website

Obtain an update code from SupraWEB:

1. Log into SupraWEB.
2. Select the **Update Code** link under Quick Links. The update code displays.

Automated Voice System

Obtain an update code from the automated voice system, do the following:

1. Call 1-888-968-4032.
2. When prompted, enter the ActiveKEY serial number and PIN code, followed by the # sign.
3. KIM reads a list of options. Press **1** on the phone keypad for an update code.

Enter an Update Code

Enter the update code into the ActiveKEY:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the MANUALLY INPUT UPDATE menu option and press **enter**.
3. Enter the update code using the keypad and press **enter**.

Four (4) quick beeps indicate that the operation is successful.

Chapter 3 iBox Devices

This chapter explains how to access and manage the iBox, iBox BT, and the iBox BT LE, gives information on Call Before Showing (CBS), and how to access cooperating keybox systems.

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Access iBox Devices

The ActiveKEY allows access to the Supra iBox, iBox BT, or iBox BT LE. The ActiveKEY does not need to be within cellular range to open the iBox device, but it does need to be updated. Refer to *"Manual updating" on page 8* if your ActiveKEY has been outside compatible cellular range for more than 24 hours.

Figure 4. Supra iBox BT and iBox

iBox BT LE | iBox BT | Classic iBox

The ActiveKEY communicates with the iBox, iBox BT, or iBox BT LE using infrared technology. The infrared port on the top of the ActiveKEY transmits information to the infrared lens on the front of the iBox device. The distance should be less than a foot between the ActiveKEY and the iBox device. Direct sunlight can interfere with the infrared communication and shading the area between the ActiveKEY and the iBox device may be required.

Release the Key Container

Access the key container on an iBox, iBox BT, or iBox BT LE:

1. Press **on/off** to turn on the ActiveKEY.
2. At the OBTAIN KEY menu option, press **enter**.
3. Enter your four-digit PIN code and press **enter**.

***Note**: Two (2) beeps sound and the ActiveKEY will power down in five (5) minutes.*

4. Point the top of the ActiveKEY at the iBox, iBox BT, or iBox BT LE infrared lens. After a few seconds, the key container unlocks.
5. Press up on the bottom of the key container within 30 seconds to remove it from the iBox or iBox BT. If you do not press up on the container within 30 seconds, it relocks.

A buzz tone sounds if the operation is unsuccessful, and the ActiveKEY displays a message alerting you to the error.

Placing Listing Keys in iBox Devices

The classic iBox key container holds up to three (3) listing keys. The iBox BT and iBox BT LE key containers holds up to five (5) listing keys or two (2) gate cards and two (2) keys. Before closing the key container, verify that all items are well inside and the front is not bowing or bulging out. Listing agents should always make sure there is a spare set of listing keys before closing the key container.

Caution: Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

To close the key container, turn the key container to face you, see the figure below. Insert the key container into the bottom of the iBox and push up until it closes.

Figure 14. Key Container

Showing Hours

The iBox device can be programmed to allow 24-hour access or timed access for specific hours. To determine the timed access hours programmed into the iBox, contact your Association or MLS.

Showing hours are in standard time. If the area observes daylight saving time, the actual access hours are one (1) hour later than the hours set in the iBox or iBox BT during daylight saving time. For example, if an iBox, iBox BT, or iBox BT LE is programmed for access from 8 a.m. to 9 p.m. Standard Time, during daylight saving time, the actual showing hours are 9 a.m. to 10 p.m.

Activate or deactivate timed access in an iBox device:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the SET IBOX TIMED ACCESS menu option and press **enter**.
3. Press **1** to activate timed access hours or **2** to activate 24-hour access.
4. Enter the iBox shackle code and press **enter**. The ActiveKEY powers down in five (5) minutes.
5. Point the ActiveKEY at the infrared lens on the front of the iBox device to program the new setting.

Release the Shackle

Each iBox device has a shackle code that releases the shackle for installation or removal at a listing.

Release the shackle on an iBox:

***Note**: For an iBox BT and iBox BT LE, press down on the shackle with one hand while supporting the bottom of the iBox device with the other hand. Then pull up on the shackle to remove it completely from the iBox device. For a classic iBox, the shackle pops open. To remove the shackle completely, perform steps 1-5 while providing upward pressure on the shackle.*

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the RELEASE SHACKLE menu option and press **enter**.
3. Enter the four-digit shackle code for the iBox, iBox BT, or iBox BT LE and press **enter**.
4. Point the ActiveKEY at the iBox device's infrared lens. After a few seconds, the shackle releases.
5. For an iBox BT and iBox BT LE, press down on the shackle with one hand while supporting the bottom of the iBox device with the other hand. Then pull up on the shackle to remove it completely from the iBox device.
   For a classic iBox, the shackle pops open. To remove the shackle completely, repeat steps the above steps 1-5 while providing upward pressure on the shackle.

Call Before Showing (CBS)

Every iBox device contains a Call Before Showing (CBS) code that your Association or MLS can activate. The CBS code allows the listing agent to control iBox access by requiring the showing agent to call for authorization before opening the iBox device. If the CBS code is active in the iBox device, enter the CBS code into the ActiveKEY before accessing it.

Enter a CBS code into the ActiveKEY:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the CALL BEFORE SHOWING menu option and press **enter**.
3. Enter the CBS code and press **enter**.

Once the CBS code is entered for a particular iBox into the ActiveKEY, follow the standard procedure for releasing the key container. You can access the iBox until the listing agent changes the iBox or until you enter a CBS code for a different iBox device.

Cooperating Systems

The ActiveKEY may be able to access iBox devices in a neighboring Association/MLS. Check with your Association/MLS to determine if it has a cooperating agreement.

In order to show listings in a cooperating area, your ActiveKEY must be programmed to access iBox devices in that area. The ActiveKEY may have been manufactured with cooperating areas already programmed into it. If not, take your ActiveKEY to your primary Association/MLS or the cooperating Association/MLS to have the cooperating areas programmed into it.

Once your ActiveKEY is programmed for the cooperating system, call the neighboring Association/MLS to have your key activated in their system.

Chapter 4 Showing Activity

This chapter explains how to set up showing activity and the various ways to view showing information.

In this chapter:

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Showing Activity Overview

Each time a Supra key releases the key container in a iBox, the showing is recorded in both the key and the iBox. The showing is also sent to the Supra database. As a listing agent, there are several ways to see who has shown your listings. Reports of how many properties you've accessed is also available.

There are four (4) ways to view showing activity:

- View showing reports and key activity reports on the Supra website (refer to the *SupraWEB Guide for Agents* available at *www.supraekey.com*, click the *Customer Support* link and *SupraWEB Resources*)
- Set up SupraWEB to send you an email when you've had a showing (refer to the *SupraWEB Guide for Agents* available at *www.supraekey.com,* click the *Customer Support* link and *SupraWEB Resources*)
- Read the iBox(s) to transmit the showing information to your ActiveKEY and view the showings right on the ActiveKEY
- Request a report from the KIM voice system

Read an iBox Device

The iBox, iBox BT, and iBox BT LE store showing information for the most recent 100 showings. As an option, visit the listing and use the ActiveKEY to determine who has recently accessed your iBox. View the agent's name, phone number, and the date and time that the property was shown.

Read an iBox:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press **enter**.
3. Press **2** to select READ KEYBOX.
4. Enter the iBox shackle code and press **enter**.
5. Point your ActiveKEY at the infrared lens on the front of the iBox device.

The ActiveKEY screen displays the most recent access of the iBox, showing the key serial number and the date and time of the access. Press ActiveKEY **enter** button on a showing record to display the agent's name and phone number. Use the arrow buttons on your ActiveKEY's keypad to scroll through the showing records.

The previous iBox read is stored in the ActiveKEY. View a previous iBox read:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press **enter**.
3. Press **1** for VIEW LAST READ.

KIM Voice Report

Request a showing activity report for an iBox through the automated voice system. The iBox serial number and shackle code are required for the report.

Request an activity report:

1. Call 1-888-968-4032.
2. On the phone keypad, enter the ActiveKEY serial number and PIN code, then press **#**.
3. Select option number **5** from the voice menu.
4. Press **1** for a voice report or **2** for an email report. Follow the instructions to receive the report.

Chapter 5 Support and Troubleshooting

This chapter provides information to help troubleshoot problems and contact technical support if assistance is needed with the ActiveKEY.

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Troubleshooting Tips

The following tips can help troubleshoot common ActiveKEY questions.

- *I've lost my ActiveKEY.*

  Report lost/stolen ActiveKEYs as soon as possible to your Association/MLS. If it is lost or stolen on a weekend, call Technical Support.

- *My ActiveKEY is expired.*

  The ActiveKEY remains active by connecting wirelessly to a compatible cellular network. If you are out of coverage for more than 24 hours, your ActiveKEY displays the message: KEY IS EXPIRED/ UPDATE NOW.

  Refer to *"Manual updating" on page 8* for instructions on how to manually update your ActiveKEY.

- *The key container won't close.*

  If the key container in an iBox device appears to be jammed, check to see if the listing keys are blocking the container. If nothing seems to be preventing the container from closing, do not force it. Take the iBox to your Association/MLS for assistance.

- *I've lost my code.*

  If you do not remember your PIN or KeyBox shackle code, contact your Association/MLS for assistance.

- *My ActiveKEY shut down for 10 minutes.*

  If you enter ten (10) incorrect codes within a 10-minute period, the ActiveKEY emits a buzz tone and times out for ten (10) minutes. At the end of this time period, the ActiveKEY reactivates and is ready for use. To avoid a bad code timeout, verify you have entered the correct PIN or shackle code before repeating the procedure.

- *What do I do if I have a low battery?*

  Make sure you are charging the ActiveKEY on a regular basis with either the wall charger or a car charger. A completely drained battery will take eight (8) hours to fully charge.

- *What do I do if I have a dead battery?*

  If the ActiveKEY does not turn on or make any sounds and does not begin charging when plugged in, it probably has not been charged for an extended period of time. Plug in the ActiveKEY and do a reset with the power plugged in (refer to *"Figure 5" on page 19*), then charge it for eight (8) hours to completely recharge it.

- *My ActiveKEY is stuck searching.*

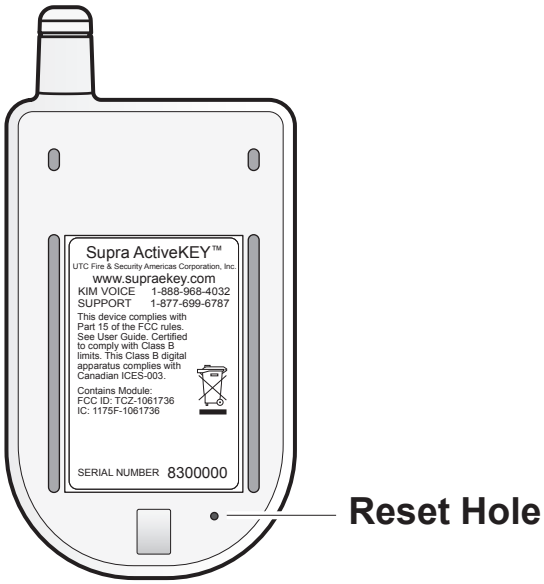
  If the ActiveKEY is stuck while searching for an iBox, press the cancel button. If it is still stuck, press and hold the cancel button for several seconds. If it remains stuck, do a reset (refer to *"Figure 5" on page 19*).

- *My ActiveKEY is locked up.*

  Insert one (1) end of a paperclip into the reset hole located on the back of the ActiveKEY in the bottom right corner just below the serial number label and apply gentle pressure (*"Figure 5" on page 19*). Do not insert anything with a sharp point as you may damage the ActiveKEY. A successful reset occurs when the key displays SUPRA ACTIVEKEY.

WARNING: When performing a reset, insert the paperclip only into the pinhole near the bottom on the back of the ActiveKEY. Do not insert any object into any other opening on the unit. Doing so could result in equipment damage or serious personal injury.

Figure 5. Reset hole


Supra ActiveKEY™
UTC Fire & Security Americas Corporation, Inc.
www.supraekey.com
KIM VOICE 1-888-968-4032
SUPPORT 1-877-699-6787
This device complies with Part 15 of the FCC rules. See User Guide. Certified to comply with Class B limits. This Class B digital apparatus complies with Canadian ICES-003.
Contains Module:
FCC ID: TCZ-1061736
IC: 1175F-1061736
SERIAL NUMBER 8300000
Reset Hole

- *How do I know if my ActiveKEY is in cell coverage?*

  To check for the presence of a compatible cell signal in the ActiveKEY, press the **on/off** button to turn on the ActiveKEY, scroll to VIEW ACTIVEKEY STATUS, and press enter. Scroll down to CELL COVERAGE. It will either say CELL COVERAGE AVAILABLE or NO CELL COVERAGE FOR THIS AREA. The third line indicates the strength of the cell signal. The number following Y ranges from 0 to -999 with 0 indicating a perfect signal and -999 indicating no signal.

- *Why do I get a* CALL TO ENABLE *or* KEY EXPIRED *message?*

  There are several possible reasons for an ActiveKEY to have a CALL TO ENABLE or KEY EXPIRED message. Contact technical support for troubleshooting assistance.

Error Codes

Error codes help you identify ActiveKEY or keybox problems. The ActiveKEY stores the five (5) most recent error codes that have occurred.

View error codes, do the following:

1. Press **on/off** to turn on the ActiveKEY.
2. Scroll to the VIEW ERROR CODES menu option and press **enter**.

The five (5) most recent error codes, the date they occurred and the number of times the error occurred are displayed.

Refer to the following table for a list of common error codes. For a more comprehensive list visit the ActiveKEY page on our website or *click here*.

Code	Description	Solution
27, 40, 76	Key expired	The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter it into the key or perform a PC Sync.
30	Clock Error	The key will contact the Supra network to fix its time. Obtain an update code and enter it into the key or perform a PC Sync to fix it.
31	Key unplugged from USB prematurely	Reconnect the ActiveKEY to the USB cable and retry the operation.
35, 36	Low battery in key	Charge the ActiveKEY using the Supra approved wall or car charger.
3F, 7C, 80	Low battery in KeyBox	Notify the owner of the iBox. If you are the iBox owner, release the shackle and open the key container and return to Supra for battery refurbish.
41, 74, 75	Bad code lockout	Wait ten (10) minutes for the lockout to clear and try the operation again. Make sure to use the correct PIN and shackle code.
5D, 5E, 5F, 60	Infrared communication failure	Shield the lens on the iBox device from direct sunlight, make sure the key and iBox are within one (1) meter or closer, point the key directly at the lens on the iBox device, and try the operation again
71	Incorrect PIN	Verify PIN and try again.
72, 73	Incorrect shackle code	Verify shackle code and try again.
77, B5	CBS code error	An incorrect CBS code was entered. Verify the CBS code and try again.
7A	Access hour restriction	You are attempting to open an iBox outside of the access hours programmed into the iBox. If it is your iBox, turn off Timed Access in the iBox. Otherwise return during the access hours.
7D, B0	Invalid update code	Verify the update code and enter again.
B1	Key disabled	Verify you are paid and active. Obtain an update code and enter it or perform a PC Sync.
B2	Cooperating code disabled	Obtain an update code and enter it or perform a PC Sync.

Contacting Us

If assistance troubleshooting the ActiveKEY is needed, support is available from 5 a.m. to 7 p.m. Pacific Time, seven (7) days a week.

Website	*http://www.supraekey.com*
Email	suprasupport@fs.utc.com
Telephone	877.699.6787
Fax	503.589.8677

Note: Please have the ActiveKEY present when calling for technical support.

Training Library

Another resource is the training resource library, available to all agents.

Access the training library:

1. Go to *www.supraekey.com*
2. At the top navigation bar, click the *Customer Support* link and *ActiveKEY Resources*.